

CUSTOMER SERVICE MANAGER
ST. PAUL, MN

Power/mation is a nationally recognized distributor specializing in advanced automation hardware and software products. We help our customers improve their manufacturing processes by assisting them in the application of unique automation solutions in the following technology areas: motion control, logic control, software, sensors, vision, safety, power transmission, panel components and services.

Power/mation began in 1961 and has multiple locations within Minnesota, Wisconsin, Illinois, Iowa, Nebraska and the Dakotas. For more information, please visit our web site at www.powermation.com.

Power/mation has an immediate career opportunity for a Customer Service Manager in our St. Paul, MN office. The Customer Service Manager provides direction and supervises the customer service staff. This individual coordinates sales order activities with other departments to ensure accurate and timely processing of customer transactions.

Responsibilities include:

- Coordinates inside sales activities, including monitoring open order report and other reports to ensure follow-up by customer service, resolving interdepartmental processing workflow issues, and monitoring repairs and credits to ensure paperwork is processed.
- Acts as a resource in resolving customer complaints, which are beyond customer service knowledge or level of authority.
- Communicates and implements procedures within the inside sales team. Ensures that policies and procedures are understood and followed by assigned staff.
- Fosters a collaborative work environment between customer service with other departments to facilitate customer satisfaction and operational efficiency. May serve on or lead task forces to address problems.
- Conducts inside sales meetings on a regular basis to communicate policies and procedures and to address questions and concerns. Prepares agenda, distributes meeting minutes and plans action items for follow-up.
- Coordinates staffing coverage for the department including maintaining back-up lists, approving time off as appropriate and processing time cards.
- Establishes performance standards, monitors employee performance, conducts timely evaluations and salary reviews for assigned personnel. Provides ongoing training, coaching, counseling and development of employees.
- Identify and coordinate training needs in order to develop the customer service staff.
- Provides leadership to foster an environment of teamwork and open communication. Responsible for maintaining a positive work environment and promoting a customer focused culture and climate. Promotes the Company mission and vision.
- Responsible for promoting an environment of continuous improvement.

Requirements:

- College degree in Business Management, Industrial Distribution or related area preferred. High school diploma or equivalent required.

- Five years of industrial customer service experience needed. Previous supervisory experience preferred.
- Problem solving abilities to effectively address the concerns of customer service, internal and external customers and provide problem solving direction.
- Knowledge of order entry computer system in order to process orders, develops policies and procedures, trains personnel and facilitates problem solving.
- Excellent oral and written communication and interpersonal skills in order to communicate effectively with staff, internal and external customers, and coach and counsel employees.
- Excellent listening abilities to assist in problem solving with staff and ascertain the needs of customers.
- Organizational skills to complete projects on time, keep staff informed of change impacting their duties and monitor work flow.
- Interpersonal skills in order to create a cooperative team building philosophy between departments.
- Ability to handle multiple and changing priorities.
- Ability to travel occasionally to other Company locations and customer sites as needed. Some overnight travel required.

Qualified individuals may send their cover letters and resumes to: marylou.groberski@powermation.com



Providing innovative automation solutions with exceptional customer service.

Equal Opportunity Employer